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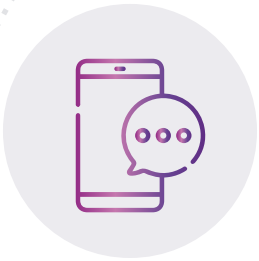
Our service level agreement



It's important that our customers can see we work hard to keep them informed and treat their requests in a timely and accurate manner, so we publish and live by the targets we set.

The majority of the requests customers have get immediately logged in our system. We update customers with query progress and progress against the timescales we agree (except the ones we answer straight away such as a simple question for example!)

Many of our SLA's rely on our tier one suppliers service levels, and to keep them on their toes we even monitor how they perform so you can be assured the highest quality of service at all times.

Mobile phone & device management

Issue	SLA Resolution Time
3rd Party Access	16 Hours
Account Changes	16 Hours
Bolt On Change	16 Hours
Complaint	4 Hours
Coverage Issue	40 Hours
Coverage Issue	40 Hours
Disconnection Request	16 Hours
Number Divert	4 Hours
General Query	16 Hours
Hardware Exchange	16 Hours
Hardware Quote	4 Hours
Hardware Repair	80 Hours
Hardware Sale	4 Hours
IMEI Block	16 Hours
Lost & Stolen Bar	4 Hours
Network Bar	4 Hours
Network Billing Query	80 Hours
Online Billing Help	16 Hours
Online Billing Registration	16 Hours
Overdue Account	16 Hours
PAC Request	16 Hours
Pescado Invoice / Payment Query	4 Hours
Porting Issue	16 Hours
PUK Code	4 Hours
Roaming	16 Hours
SIM Swap - Change of Handset Model	4 Hours
SIM Swap - Faulty	4 Hours
SIM Swap - Lost & Stolen	4 Hours
Sure Signal Issue	16 Hours
Sure Signal Registration	16 Hours
Tariff Change	16 Hours
Tech Query Blackberry	16 Hours
Tech Query iPhone	16 Hours
Tech Query Other	16 Hours
Transfer of Ownership	80 Hours
Unlocking Handset	80 Hours
Username Change	4 Hours
Voicemail	4 Hours
Billing Query	16 Hours
Config Change	8 Hours
Handset Issue	16 Hours
Licensing	16 Hours
Setup/Configuration Tasks	16 Hours
User Detail Change	16 Hours

* Resolution times are based on CAN Solutions working hours

For further information, please contact CAN Solutions on:

03300 240223 I info@can-solutions.co.uk

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CPS & Lines

Issue	SLA Resolution Time
Account Closure	16 Hours
Billing Query	40 Hours
Call Divert	4 Hours
DDI Issue	8 Hours
Disconnection Request	16 Hours
Intermittent Dial Tone	16 Hours
ISDN Fault	16 Hours
No Dial Tone	8 Hours
Overseas Call Issue	16 Hours
Divert Setup	8 Hours
Outbound Call Issues	8 Hours
PBX System Fault	40 Hours
PSTN Fault	16 Hours
Battery Contact	40 Hours
Billing Query	40 Hours
DDI Issue	40 Hours
Dial Tone over Dialling	40 Hours
Disconnection Request	40 Hours
Earth Fault	40 Hours
High Open Fault	40 Hours
Intermittent Dial Tone	40 Hours
ISDN Fault	40 Hours
Line Dead	40 Hours
No Dial Tone	40 Hours
One Way Transmission	40 Hours
Overseas Call Issue	40 Hours
Quality of Service	40 Hours

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Leased Line/EFM

Issue	SLA Resolution Time
Billing Query	40 Hours
BT NTE Issues	4 Hours
Cisco NTE	4 Hours
High Latency	8 Hours
IP Issues	8 Hours
Router Config Issue	4 Hours
Service Down	4 Hours
Slow Speeds	8 Hours

Broadband Services

Issue	SLA Resolution Time
Authentcates No IP	40 Hours
Authenticates With IP No throughput	40 Hours
Billing Query	40 Hours
Connection Down	40 Hours
Dial Tone over Dialling	40 Hours
Disconnection Request	40 Hours
DNS Resolution Issue	40 Hours
Incorrectly Assigned IP	40 Hours
Intermittent Dial Tone	40 Hours
Intermittent Sync	40 Hours
IP configuration Issue	40 Hours
Line Dead	40 Hours
No Sync	40 Hours
No Throughput	40 Hours
One Way Transmission	40 Hours
Partial Internet Access	40 Hours
Quality of Service	40 Hours
Router Software Issue	40 Hours
Slow Connection	40 Hours
Slow Sync Rate	40 Hours
Slow Throughput	40 Hours

Office 365

Issue	SLA Resolution Time
Access Issues	16 Hours
Billing Query	16 Hours
New User Setup	16 Hours
Other	16 Hours
Outlook Problems	16 Hours
Password Issues	16 Hours

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Hosted Telephony OLA

Issue	SLA Resolution Time
Account Closure	16 Hours
ATA Issues	40 Hours
Billing Query	40 Hours
Call Centre Problems	16 Hours
Call Problem (Call Plan)	8 Hours
Call Quality	16 Hours
Change Request	5 Days
Crackily Line	16 Hours
DECT Issues	8 Hours
Dial Tone over Dialling	8 Hours
Disconnection Request	16 Hours
Handset Issue	16 Hours
Hardware Fault	16 Hours
Hunt Group Issues	8 Hours
Intermittent Dial Tone	16 Hours
Licensing Issues	8 Hours
Line Dead	4 Hours
New User Request	16 Hours
No Dial Tone - All Users	4 Hours
No Dial Tone - Single User	8 Hours
One Way Transmission	16 Hours
Password Reset	8 Hours
Portal Issues	16 Hours
Quality of Service	16 Hours
Reporting Issues	40 Hours
Service Configuration Issue	16 Hours
SIP ALG Issues	16 Hours
System Down	4 Hours
UBOSS Configuration Change	8 Hours
User Configuration Issue	16 Hours
Voicemail Issues	8 Hours
Unity Application Issue	16 Hours
Call Transfer Issues	8 Hours
UC one Application Issue	40 Hours
Conference Bridge	16 Hours
Divert Setup	8 Hours
Uboss Access	16 Hours
Switch Fault	16 Hours
Star Code Problem	16 Hours
Hunt Group Change	8 Hours
Call Centre Change	8 Hours
Credit Lock Issues	8 Hours

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